



# VINAYAKA MISSION'S RESEARCH FOUNDATION

(Deemed to be University under section 3 of the UGC Act 1956)



## VMRF(DU) STUDENTS GRIEVANCES REDRESSAL REGULATIONS 2022



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## **VMRF(DU) STUDENTS GRIEVANCE REDRESSAL REGULATIONS 2022**

### **1. PREAMBLE**

The purpose of Students Grievance Redressal Regulation of Vinayaka Mission's Research Foundation (Deemed to be University) (VMRF(DU)) is to provide opportunities for redress of certain grievances of students already enrolled in the university and its constituent colleges/schools, as well as those seeking admission to these institutions, and a mechanism thereto.

This regulation is adopted in toto based on the University Grants Commission (Redress of Grievances of Students) Regulations, 2019.

### **2. SHORT TITLE AND COMMENCEMENT**

This regulation shall be called "VMRF(DU) Students Grievances Redressal Regulations, 2022" of the Vinayaka Mission's Research Foundation (Deemed to be University), Salem. The Guidelines shall come into force on and from the date of approval of the University.

This regulation is applicable to all the constituent colleges and schools of Vinayaka Mission's Research Foundation (Deemed to be university).

### **3. DEFINITION: IN THESE REGULATIONS, UNLESS THE CONTEXT OTHERWISE REQUIRES:**

- a. "Act" means the University Grants Commission Act, 1956 (3 of 1956);
- b. "Aggrieved student" means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.
- c. "Collegiate Student Grievance Redressal Committee" (CSGRC) means a committee constituted under these regulations, at the level of an institution, being a college or school of the institution.
- d. "Commission" means the University Grants Commission established under section 3 of the UGC Act, 1956.



- e. “Declared admission policy” means such policy, including the process there under, for admission to a course or program of study as may be offered by the university by publication in the prospectus of the institution.
- f. “grievance” means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:
- i. admission contrary to merit determined in accordance with the declared admission policy of the institution
  - ii. Irregularity in the process under the declared admission policy of the institution;
  - iii. Refusal to admit in accordance with the declared admission policy of the institution;
  - iv. Non-publication of prospectus by the institution, in accordance with the provisions of these Regulations;
  - v. publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
  - vi. withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
  - vii. demand of money in excess of that specified fee to be charged in the declared admission policy of the institution;
  - viii. violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;



- ix. nonpayment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission;
  - x. delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission;
  - xi. failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
  - xii. Non-transparent or unfair practices adopted by the institution for the evaluation of students;
  - xiii. Delay in, or denial of, the refund of fees and caution Deposit due to a student who withdraws admission within the time mentioned in the prospectus, or as may be notified by the Commission;
  - xiv. Complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories;
  - xv. Denial of quality education as promised at the time of admission or required to be provided; and
  - xvi. Harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force.
- g. "Institution" means, as the context may be, a Vinayaka Mission's Research Foundation (Deemed to be a university) (VMRF(DU)) or a constituent college of the VMRF(DU) declared by the commission or a school comes under the VMRF(DU)



- h. “Ombudsperson” means the Ombudsperson appointed under these regulations;
- i. “Prospectus” means and includes any publication, whether in print or otherwise, issued for providing fair and transparent information, relating to an institution, to the general public(Including to those seeking admission in such institution) by such institution or any authority or person authorized by such institution to do so;
- j. “Student” means a person enrolled, or seeking admission to be enrolled, in any institution to which these regulations apply;
- k. “University” means Vinayaka Mission’s Research Foundation (Deemed to be university), an institution deemed to be University declared as such under Section 3 thereof.
- l. University Student Grievance Redressal Committee” (USGRC) means a committee constituted under these regulations, at the level of the university, for dealing with grievances arising out of decisions of the CSGRC.

#### **4. MANDATORY PUBLICATION OF PROSPECTUS, ITS CONTENTS AND PRICING:**

1. University, shall publish and/or upload on its website, before expiry of at least sixty days prior to the date of the commencement of the admission to any of its courses or programs of study, a prospectus containing the following for the information of persons intending to seek admission to such institution and the general public, namely:
  - a. the list of programs of study and courses offered along with the broad outlines of the syllabus specified by the appropriate statutory authority or by the institution, as the case may be, for every course or program of study, including teaching hours, practical sessions and other assignments;



- b. the number of seats approved by the appropriate statutory authority wherever applicable in respect of each course or program of study for the academic year for which admission is proposed to be made;
- c. the conditions of educational qualifications and eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or program of study, specified by the institution;
- d. the process of selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each course or program of study and the amount of fee prescribed for the admission test;
- e. each component of the fee, deposits and other charges payable by the students admitted to the institution for pursuing a course or program of study, and the other terms and conditions of such payment;
- f. rules/regulations for imposition and collection of any fines in specified heads or categories, minimum and maximum fine may be imposed.
- g. the percentage of tuition fee and other charges refundable to a student admitted in such institution in case such student dropout from such institution before or after completion of course or program of study and the time within and the manner in which such refund shall be made to that student as per admission policy of the university;
- h. details of the teaching faculty, including their educational qualifications, along with their type of appointment (Regular/visiting/guest) and teaching experience of every member thereof.
- i. information with regard to physical and academic infrastructure and other facilities including hostel accommodation and its fee, library, hospital or



- industry wherein the practical training is to be imparted to the students and in particular the amenities accessible by students on being admitted to the institution;
- j. all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the institution, and, in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation in this behalf made by the relevant statutory regulatory authority;
- and
- k. Any other information as may be specified by the Commission from time to time:

Provided that an institution shall publish/upload information referred to in clauses (a) to (k) of this regulation, on its website, and the attention of prospective students and the public shall be drawn to such publication being on the website through advertisements displayed prominently in different newspapers and through other media:

2. University shall fix the nominal price of each printed copy of the prospectus, being not more than the reasonable cost of its publication and distribution and no profit be made out of the publication, distribution or sale of prospectus.

## **5. STUDENT GRIEVANCE REDRESSAL COMMITTEES (SGRC):**

### **A. Collegiate Student Grievance Redressal Committee (CSGRC)**

- i. A complaint from an aggrieved student relating to a college/schools shall be addressed to the Collegiate Student Grievance Redressal Committee (CSGRC),



with the following composition, namely:

- a. Head of the institution – Chairperson;
  - b. Three senior members of the teaching faculty to be nominated by the Head of the institutions – Members;
  - c. A representative from among students of the college to be nominated by the Head of the institutions based on academic merit/excellence in sports/performance in cocurricularactivities (Advanced Learner) – **Special Invitee**
- ii. The term of the members and the special invitee shall be two years.
  - iii. The quorum for the meeting including the Chairperson, but excluding the specialinvitee, shall be three.
  - iv. In considering the grievances before it, the CSGRC shall follow principles ofnaturaljustice.
  - v. The CSGRC shall send its report with recommendations, if any, to the Vice-Chancellor of the University through the Nodal officer of the university and a copy thereof serve to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.

#### **B. University Student Grievance Redressal Committee (USGRC):**

- i. The Vice Chancellor of the VMRF(DU) shall constitute such number of University Student Grievance Redressal Committees (USGRC), as may be required to consider grievances unresolved by one or more CSGRC and each USGRC may take up grievances arising from colleges/schools/ Institutions, on the basis of the jurisdiction assigned to it by the Vice Chancellor.
  - a. A senior Professor of the University – Chairperson;
  - b. Director (Student Welfare) or equivalent – Member;



- c. Two Principals drawn from the affiliating colleges, other than those connected with reports of CSGRC under review, to be nominated by the Vice-Chancellor – Members;
  - d. One Professor of the University - Member;
  - e. A representative from among students of the college to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities (Advanced learner) – **Special Invitee**.
- ii. The Chairperson, members and the special invitee shall have a term of two years.
  - iii. The quorum for the meeting, including the Chairperson, but excluding the special invitee, shall be three.
  - iv. In considering the grievances before it, the USGRC shall follow principles of natural justice.
  - v. The USGRC shall send its report and recommendations, if any, to the Head of the institutions of the College/School relating to the grievance/Head of the department/School/Institution with a copy thereof serve to the aggrieved student, within 15 days of the receipt of the grievance.
  - vi. Any student aggrieved by the decision of the University Student Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within in a period of fifteen days from the date of receipt of such decision.

## **6. APPOINTMENT, TENURE, REMOVAL AND CONDITIONS OF SERVICES OF OMBUDSPERSON**

- i. There shall be one part-time functionary designated as Ombudsperson to hear, and decide on, appeals preferred against the decisions of the USGRCs.



- ii. The Ombudsperson shall be a person of eminence in academics or research
- iii. The Ombudsperson for VMRF(DU) shall not be in any conflict of interest with the University either before or after such appointment.
- iv. The appointment and the removal of Ombudsperson shall be as per the UGC regulations and university norms
- v. The Ombudsperson shall be appointed for a period of three years or until he/she attains the age of 70 years, whichever is occur earlier, from the date of assuming office, and shall be eligible for reappointment for another one term for the university.
- vi. For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the University Grants Commission, and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.

## **7. FUNCTIONS OF OMBUDSPERSON:**

- i. The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.
- ii. While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for reevaluation or re-totalling of answersheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome of specific instance of discrimination is indicated.
- iii. The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- iv. The Ombudsperson shall make all efforts to resolve the grievances within a period



of 30 days of receiving the appeal from the aggrieved student(s).

## **8. PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:**

- i. University shall, within a period of three months from the date of issue of this notification, have an online portal where any aggrieved student may submit an application seeking redressal of grievance.
- ii. On receipt of an online complaint, the institution shall refer the complaint to the appropriate Student Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- iii. The Student Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
- iv. An aggrieved student may appear either in person or authorize a well conversant representative to present the case. Legal Practitioner not allowed to appear.
- v. Grievances not resolved by the University Student Grievance Redressal Committee shall be referred to the Ombudsperson, within the time period provided in these regulations.
- vi. Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), as the case may be, in early Redressal of grievances; and failure to do so may be reported by the Ombudsperson to the Commission, which shall act in accordance with the provisions of these regulations.
- vii. The Ombudsperson shall, after giving reasonable opportunities of being heard to both parties, on the conclusion of proceedings, pass such order, with reasons



there for, as may be deemed fit to redressal the grievance and provide such relief as may be appropriate to the aggrieved student.

- viii. The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson, and the institution shall place it for general information on its website.
- ix. The institution shall comply with the recommendations of the Ombudsperson; and the Ombudsperson shall report to the Commission any failure on the part of the institution to comply with the recommendations.
- x. The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.
- xi. A proper Standard Operating Procedure (SOP) is prepared in this regard and enclosed **Annexure - I**

## 9. INFORMATION REGARDING OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:

An institution shall furnish, prominently, on its website and in its prospectus, all relevant information in respect of the Student Grievance Redressal Committee(s) coming in its purview, and the Ombudsperson for the purpose of appeals.

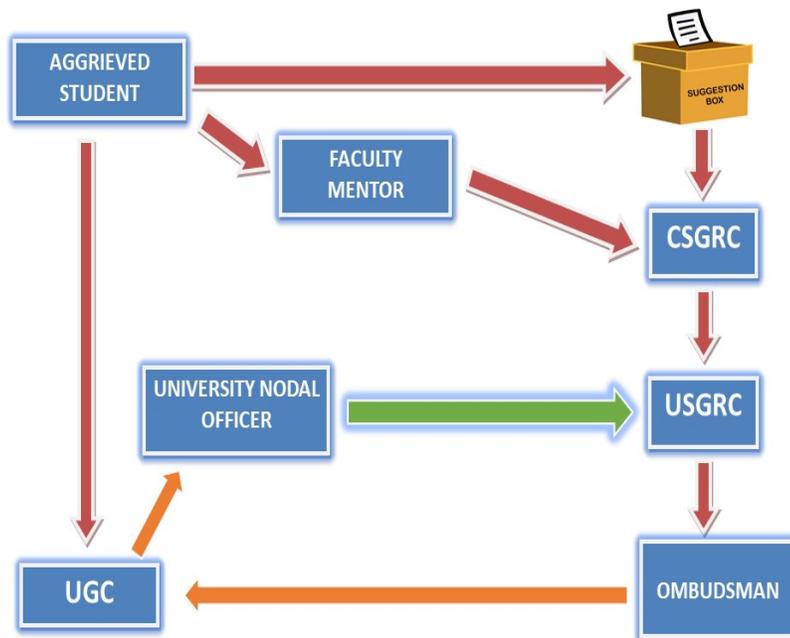
10. Nothing mentioned hereinabove in these regulations shall affect the continuance in office, during the currency of the term, of an incumbent Ombudsperson appointed under the provisions of the UGC (Grievance Redressal) Regulations, 2012; where after, the appointment of Ombudsperson shall be made as per University Grants Commission (Redress of Grievances of Students) Regulations, 2019.

The above regulations are subject to modifications from time to time as per as the UGC regulations



## ANNEXURE – I

### STANDRAD OPERATING PROCEDURE FOR STUDENTS' GRIEVANCE REDRESSAL MECHANISM





## **ACKNOWLEDGEMENT**

As per the direction from the university this regulation is made based on the University Grants Commission (Redressal of Grievances of Students) Regulations, 2019 by Prof.Dr.R.S.Shanmugasundaram, Director (Students' Welfare), VMRF(DU) and is effect from the approval of Academic Council of the university